

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

May 30, 2007

**Aldermen Gatsas, Shea,
Garrity, Pinard, Duval**

4:00 PM

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Virginia Lamberton, Human Resources Director, regarding establishment of a new class specification of Deputy Airport Director and reclassification of the Assistant Airport Director for Finance and Administration to this new title.
Gentlemen, what is your pleasure?
4. Communication from Virginia Lamberton, Human Resources Director, regarding a request for a new position of Customer Service Representative II, salary grade 12 for the Parking Division.
Gentlemen, what is your pleasure?
5. If there is no further business, a motion is in order to adjourn.



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
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May 17, 2007

Alderman Ted Gatsas, Chairman
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for Reclassification & Reallocation

Dear Alderman Gatsas and Members of the Committee:

Approximately a year ago, Kevin Dillon, Airport Director, and I began a conversation about the organizational structure of the Airport at the administrative level. The discussion was essentially to establish a Deputy Airport Director position when an Assistant Director position became vacant. Due to Kevin's anticipated departure from Manchester, and the temporary appointment of one of the Assistant Directors to be the Acting Director, it seems like an appropriate time to move forward with the beginning of the new organizational structure. Therefore, on behalf of Kevin, I am requesting the establishment of a new class specification, Deputy Airport Director.

As you will note in the attached memorandum from Kevin to Mayor Guinta, it is Kevin's professional opinion that the Airport would be better served with a Deputy. The current structure has five Assistant Airport Director positions. Each of those positions has specific responsibilities for the airport. I.e. Engineering and Planning, Finance and Administration, Operations and Facilities, Properties and Contract Management and Public Relations and Marketing. In the absence of the Airport Director, none of the Assistant Directors have responsibility for or are compensated for running the entire Airport. Therefore, in order to ensure that in the absence of the Director or as the work load increases, it would be in the best interest of the Airport to establish the class specification of Deputy Airport Director and then reclassify the Assistant Airport Director for Finance and Administration to the new title.

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May 17, 2007

The Assistant Airport Director class specification is a salary grade 25. The Deputy Airport Director class specification would be a 27. I am attaching a copy of the proposed class specification for your review and information.

In addition to reclassifying the Assistant Airport Director position to a Deputy Airport Director, we are requesting that the class specification for Property and Contract Administrator be revised to reflect somewhat different duties than had previously been performed. Specifically, the title needs to be changed to Property and Contract Coordinator. The salary grade need to be changed from a labor grade 20 to a labor grade 17. The reduction in the salary grade is a direct reflection of the new level of duties and responsibilities. I am attaching a copy of the proposed class specification for your review and information.

If you have any questions regarding these proposals, I would be happy to answer them.

Your approval of this request would be gratefully appreciated.

Respectfully submitted,

A handwritten signature in cursive script, reading "Virginia A. Lamberton".

Virginia A. Lamberton
Human Resources Director

Attachments

Cc: Kevin Dillon, A.A.E.

PROPOSED



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Deputy Airport Director
Class Code Number	3131-27

General Statement of Duties

Provides administrative and management oversight to the operations and activities of the Airport; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee all operations and aviation related activities of the Airport. The work is performed under the supervision and direction of the Airport Director, but extensive leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the Mayor; Board of Alderman; Manchester Airport Authority; tenant agencies; airport users; other City employees; business and community groups; other airport authorities; local, state and federal officials; and representatives of the media. The principal duties of this class are performed in a general office setting.

Examples of Essential Work (illustrative only)

- Plans, organizes, directs, and evaluates the work of employees in implementing the expressed goals, policies and directives of the Airport Director;
- Assists the Airport Director in the development of policies and procedures designed to increase the efficiency and effectiveness of Airport operations in addressing the aviation needs of the region;
- Assist in the development and administration of annual Airport budget;

- Works with tenant agencies and the Airport management team to track implementation of policies and elicit specific recommendations for improvement of Airport operations and tenant services;
- Serves as Airport Director during an absence;
- Participates in various aspects of personnel administration within the Department, including hiring, termination, grievance procedures and coordination of employee training;
- Acts as an Airport representative as appropriate;
- Assists Airport Director in negotiating various leases and service contract agreements;
- Performs special projects for the Airport Director as requested;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Develops high level correspondence and communications;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of aviation management, including development and implementation of safety, security and facility leasing programs involving every aspect of operating a certificated air carrier Airport;
- Comprehensive knowledge of all State and Federal regulations regarding operating a certificated air carrier Airport;
- Comprehensive knowledge of the air service needs of the Airport's service area;
- Comprehensive knowledge of Airport operational area;
- Comprehensive knowledge of marketing the services and facilities of a major certificated air carrier Airport;
- Comprehensive knowledge of current principles and practices of public and business administration;
- Comprehensive knowledge of budgetary principles within a municipality and the knowledge to establish a rate making system to recover costs;
- Comprehensive knowledge of FAA regulations;
- Ability to provide administrative direction within a municipal Department;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to coordinate the diverse and complex activities of a commercial carrier Part 139 Airport;
- Ability to provide effective leadership for the employees, thus effecting a motivated work force;
- Ability to negotiate effectively and to use persuasion to advance the goals of the airport;

- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Master's Degree in Business Administration, Public Administration, Airport Management or a related field; and
- Extensive experience in the management of a commercial carrier Part 139 Airport; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe a wide variety of written material in both electronic and hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access within both the general office environment and to all applicable areas of the Airport.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Property and Contract Coordinator
Class Code Number	3126-17

General Statement of Duties

Performs property and contract duties for the Airport; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to participate in the management of property and contract issues related to Manchester Airport including, agreement preparation, contract compliance, dispute resolution, ground transportation and general aviation. The work is performed under the supervision and direction of the Director and Assistant Airport Director (Property and Contract Management), but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, airport tenants, concessionaires, Airport users, business groups, ground transportation providers, and the general public. The principal duties of this class are performed in a general office setting.

Examples of Essential Work (illustrative only)

- Drafts requests for proposals (RFP's) soliciting new business; assists the Assistant Airport Director in the analysis of responses and vendor/concessionaire selection;
- Drafts various agreements and amendments that reflect results of negotiations that are in turn finalized by the Assistant Airport Director and consummated by the Airport Director.

- Provides contract coordination in respect to all Airport leases, subleases, service contracts, easements, permits and licenses. Actions include the timely reaction to escalations, expirations, insurance options to extend, midterm capital investments, performance/payment bonds and contract handling including review, tracking and filing;
- Researches contract non-compliance, recommends solution, and follows-up with tenants, concessionaires and service contractors for compliance;
- Provides dispute resolution for ground transportation operators;
- Participates in managing the Ground Transportation System and General Aviation;
- Functions as liaison with the advertising agency providing coordination, review and approval of all Airport advertising copy;
- Maintains the ABM (property management system) system in respect to input, alerts, reports and development;
- Researches contract non-compliance, recommends solutions, and follows-up with tenants, concessionaires and service contractors for compliance;
- Participates in managing the Ground Transportation System and General Aviation;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Substantial knowledge of property and contract management;
- Some knowledge of requirements for public bidding, procurement and municipal finance;
- Some knowledge of Federal and FAA regulations as it relates to property acquisition;
- Some knowledge of State regulations as it relates to various agreements and ground transportation;
- Some knowledge of real estate law and the organization of local, state, and federal governments;
- Ability to facilitate teamwork and resolve conflicts;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;

- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to operate or quickly learn to operate audio/visual equipment
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associates Degree in Business, Business Management, Finance, or related; and
- Some experience in related contract or property acquisition operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, that permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, that permits the employee to review a wide variety of written material in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, that permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, that permits the employee to have access to various work sites throughout the City and out of the area.

Approved by: BMA Date: 4/4/00

City of Manchester New Hampshire

In the year Two Thousand and Seven

AN ORDINANCE

“Amending Sections 33.024, 33.025, & 33.026 ((Assistant Airport Director (Finance & Administration) to Deputy Airport Director)), of the Code of Ordinance or the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Reclassify Assistant Airport Director (Finance & Administration) to Deputy Airport Director, Class Code 3131

Reclassify Property and Contract Administrator to Property and Contract Coordinator, Class Code 3126

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Reclassify Assistant Airport Director (Finance & Administration) to Deputy Airport Director, Class Code 3131, Grade 25 to Grade 27

Reclassify Property and Contract Administrator to Property and Contract Coordinator, Class Code 3126, Grade 20 to Grade 17

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Reclassify Assistant Airport Director (Finance & Administration) to Deputy Airport Director, Class Code 3131, Grade 25 to Grade 27, exempt

Reclassify Property and Contract Administrator to Property and Contract Coordinator, Class Code 3126, Grade 20 to Grade 17, non-exempt

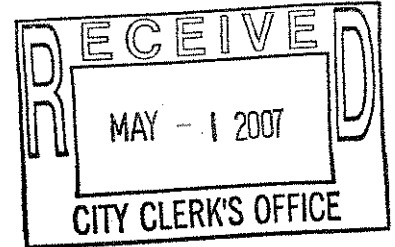
This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



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May 1, 2007

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for New Position

Dear Alderman Gatsas and Members of the Committee:

At the last Human Resource and Insurance Committee meeting, Brandy Stanley, Parking Manager, presented a staffing plan for the Victory Garage. In that plan, there was a proposed Customer Service Representative position. If you will recall, that particular request was pulled from the staffing proposal in order to give Ms. Stanley and I an opportunity to review the requirements of that position.

Ms. Stanley and I have now had the opportunity to meet and review the duties and responsibilities of a customer service function. It would be my recommendation to establish a Customer Service Representative II, salary grade 12. The duties that are outlined in this class specification are appropriate for the needs of the Parking Division.

I am attaching a copy of the class specification for a Customer Service Representative II for your review and information. I am also attaching a copy of the organizational chart.

Your favorable approval of this request would be greatly appreciated.

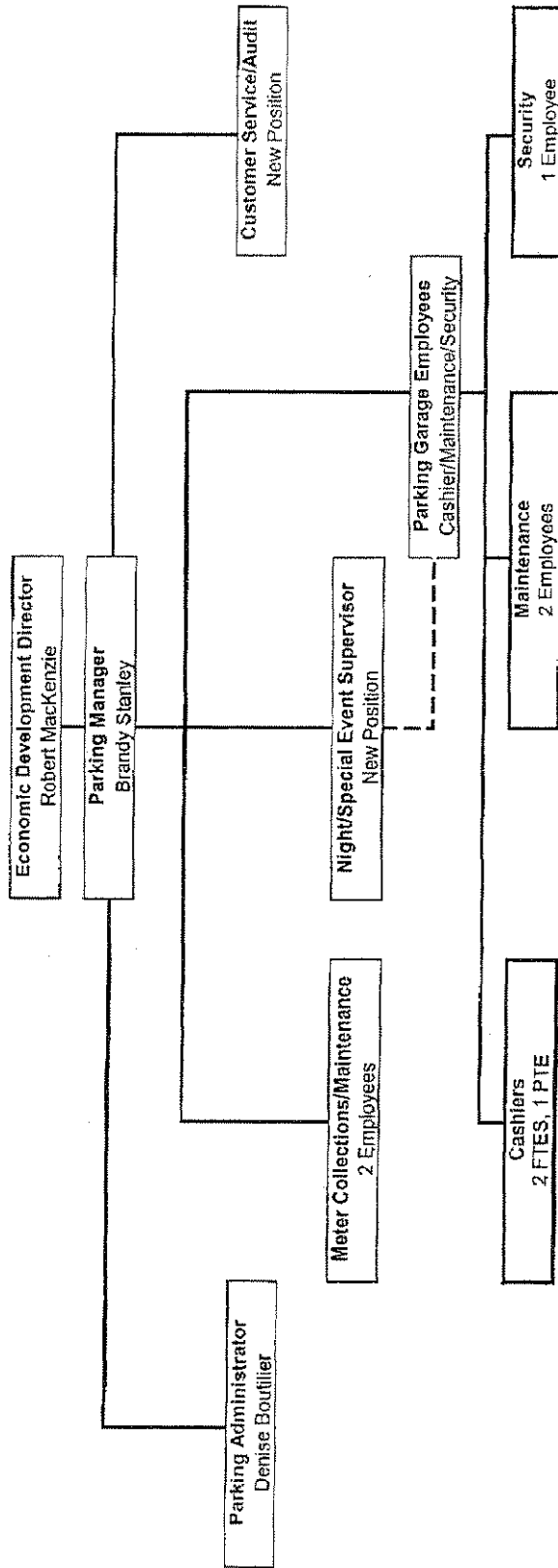
Respectfully submitted,

Virginia A. Lamberton
Human Resource Director

Attachments

Cc: Brandy Stanley

City of Manchester, Parking Division Organizational Chart



Employee Class Code	Pay Grade
Cashier	9
Maintenance	8
Security	12
Supervisor	15 Suggested
Customer	13



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Customer Service Representative II
Class Code Number	1030

General Statement of Duties

Performs a variety of clerical, general office duties, and information dissemination services for employees and visitors; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to serve as a central communication point within a City department and to provide clerical and administrative support functions to office personnel. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision may be exercised over other office personnel. This class is distinguished from the class of Customer Service Representative I due to a larger programmatic responsibility and greater administrative duties. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Answers customer questions requiring detailed programmatic knowledge of Departmental operations;

- Follows up on complaints from customers involving gathering information from several Departmental and/or intra-Department sources;
- Prepares correspondence, lists and other documents on computer;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
- Requisitions all department materials and supplies;
- Coordinates the work of other employees involved in customer service delivery;
- Copies, packages and distributes a variety of written materials as requested by office personnel;
- Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;
- Receives cash for designated items, makes appropriate change and reconciles cash drawers;
- Processes applications, licenses or related documents as necessary;
- Dispatches information to key Departmental personnel as necessary;
- Distributes incoming mail to all appropriate City departments;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Substantial knowledge of current practices and procedures involved in customer service delivery;
- Substantial knowledge of modern office procedures, practices and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Substantial knowledge of the function of services within the public sector, preferably within a municipality;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies;
- Ability to quickly learn the core area of knowledge of Departmental operations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;

- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to accurately count large amounts of money and make bank deposits;
- Ability to type correspondence and reports;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in general office operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

Approved by: _____ Date: _____